

WIC Vendor Certification Program



Workbook

Name of Participant

Date of Training

California WIC Program

Purpose of Vendor Certification Program

The Vendor Certification Program will meet the requirements of Title 7, Code of Federal Regulations; CA Health and Safety Code; Title 22 Code of Regulations; and all other applicable Federal and State laws, regulations, and rules governing the California (CA) WIC Program.

Training Objectives:

- The Purpose of the CA WIC Program
- WIC Authorized foods
- The minimum stocking requirements
- The procedures for transacting and redeeming food instruments
- Sanctions and vendor claims
- Filing an appeal
- Policies and procedures regarding the use of incentive items
- Infant formula requirements
- How to file a complaint
- Updates since the last training

WIC Terms

Vendor = Food Retailer, Grocer

Food Instrument (FI) = Check, Coupon, Voucher

VWIX = Vendor WIC Information eXchange (for submitting FI serial numbers and useful reports)

MADR = Maximum Allowable Department Reimbursement rate (the maximum amount of reimbursement for each FI)

Benefits of being a WIC Vendor

List below some of the benefits of being a WIC vendor:



Table of Contents

One Real-Life WIC Family	4
Shopping with Your WIC Checks DVD	5
WIC Authorized Foods, or Not!	7
WIC Food Instruments (FIs)	11
Conducting a WIC Transaction Activity	12
Peer Group Number	14
The “MADR”	16
Depositing your FIs	17
Rejected FIs Puzzle	18
Special Requirements for Above 50 Percent Stores	19
Additional Requirements	20
<ul style="list-style-type: none">• Purchasing Infant Formula• Stocking Requirements• Inventory Records• The WIC Logo and Acronym• Notification of changes to your business• Training	
Monitoring	24
Sanctions	25
Additional Resources	26
<ul style="list-style-type: none">• WIC Website• Newsletter• Vendor Complaint Process• WIC Program Vendor Consultant• Local Vendor Liaison (LVL)	
Appendix	27
<ul style="list-style-type: none">• Answers to WIC Authorized Foods, or Not!• Answers to Conducting WIC Transactions• Answers to Rejected FI Puzzle Match-Up	



One Real-Life WIC Family*

Sometimes we have pre-conceived ideas about what type of people are receiving public assistance such as WIC. The reality is that WIC participants come from a vast variety of backgrounds. The following describes a real-life WIC family as described in a recent newspaper article:

1. He used to have a well-paying job as a truck driver with lots of overtime.
2. She used to get her hair done at a fancy salon.
3. They used to eat out at restaurants and take vacations.
4. When grocery shopping, she used to feel irritated and impatient at the WIC FI users.
5. Then he got laid off.
6. They lost their health insurance at the same time.
7. That was just over a month before their daughter was born.
8. Now *they* are on WIC.

***San Diego Reader, Wednesday, January 6, 2010, “Poverty does not Become Me” by Elizabeth Salaam.**



Facts about the California WIC Program*

- Currently, over 1 million families are enrolled in the CA WIC Program.
- Almost 60% of all infants born in California are on the WIC Program.
- There are more than 5,400 WIC authorized vendors in California.
- California's local WIC agencies issue 6.6 million FIs to WIC participants every month. This represents approximately \$39.5 million per month in potential sales for California food retailers.

***Data gathered from California WIC Program's Integrated Statewide Information System, 9/3/2010.**

Shopping with Your WIC Checks DVD Questions

1. What is an alternate shopper? _____
2. What is a Shelf Talker used for? _____
3. When does the cashier write the Exact Purchase Price on the face of the FI?
 - ☐ Before the shopper signs the FI.
 - ☐ After the shopper signs the FI.
4. When does the WIC shopper or alternate shopper sign the FI?
 - ☐ Before they leave the house to do their grocery shopping.
 - ☐ While they are waiting in the checkout line.
 - ☐ After the cashier writes the Exact Purchase Price on the face of the FI.
5. If the dollar amount for fruits and vegetables is more than the amount printed on the FI, is the WIC shopper allowed to pay the difference? Yes No
6. What must be stated on the front label of Whole Wheat bread in order for it to be authorized?
 - ☐ 100% Whole Wheat
 - ☐ Organic
 - ☐ Whole Grain product
7. Can a WIC shopper purchase soft white or yellow corn tortillas? Yes No
8. True or False; WIC shoppers can only receive one month of WIC FIs at their local WIC agency appointment.
9. What must be stated on the front label of frozen concentrated orange juice in order for it to be authorized?
 - ☐ 100% Juice
 - ☐ 120% Vitamin C
 - ☐ Both answers
10. Does the WIC shopper need to show any form of identification at the store besides the WIC Identification folder? Yes No
11. If a WIC shopper has a problem at the grocery store, who can they contact?



WIC Authorized Foods, or Not!

Milk, Cheese, Soymilk, and Tofu

Look at the pictures below: Circle the “CAN BUY” foods, and mark an X through the “CANNOT BUY” foods. Consult with others in your group and refer to your “WAFL” Shopping Guide.



Mori- Nu
Silken Tofu



Shredded Parmesan Cheese



2% Reduced Fat Milk,
Gallon



Chocolate
Milk



Packaged
Mozzarella
String Cheese
16 oz



Tofu steak



Grated Cheese



Glass Bottled Milk



Colby Cheese, 16 oz



Fat Free Milk
1 quart



Silk Soy Milk
1/2 gallon



Velveeta
Processed Cheese
Spread

WIC Authorized Foods, or Not!

Whole Grains and Breakfast Cereals

Look at the pictures below: Circle the “CAN BUY” foods, and mark an X through the “CANNOT BUY” foods. Consult with others in your group and refer to your “WAFL” Shopping Guide.



16 oz. Whole Wheat Tortillas



Pearled Barley



16 oz. Instant Brown Rice



White Rice



36 oz. Honey Bunches of Oats, Vanilla Clusters



100% Whole Wheat Bread
22.5 oz.



16 oz. Corn Tortillas



Pita Bread



Quaker Flavored Instant Oatmeal, 12 oz. Individual Serving Packs



Whole Wheat Bagels



Fried Corn Tortillas



Seasoned Rice

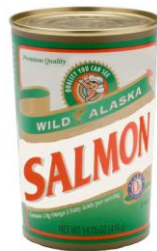
WIC Authorized Foods, or Not!

Peanut Butter, Beans, Peas, Lentils, and Canned Fish

Look at the pictures below: Circle the “CAN BUY” foods, and mark an X through the “CANNOT BUY” foods. Consult with others in your group and refer to your “WAFL” Shopping Guide.



15 oz. Kidney Beans



14.75 oz. Pink Salmon



5 oz. Low Sodium Water Packed Tuna



6 oz Peanut Butter



Bulk, uncooked dried Beans & Peas



Baked Beans



5 oz. Water Packed Solid White Albacore Tuna



15 oz. Sardines in Tomato Sauce



Gourmet Smoked Sockeye Salmon

WIC Authorized Foods, or Not!

Baby Foods and Infant Cereals

Look at the pictures below: Circle the “CAN BUY” foods, and mark an X through the “CANNOT BUY” foods. Consult with others in your group and refer to your “WAFL” Shopping Guide



4 oz. Gourmet
Meats Dinner



8 oz. Beech-Nut Homestyle
Multigrain Cereal



2.85 oz.
Organic Apple &
Blueberry Dessert



2-pack of
2.5 oz. Green Beans



Oatmeal Cereal with DHA



2.5 oz. Chicken
With Gravy



8 oz. Organic
Brown Rice Cereal



4 oz. Organic Country Dinner



2-packs of
Stage 2 or 2nd foods
3.5 oz. Fruits & Vegetables



6 oz. Vegetables & Chicken

WIC Authorized Foods, or Not!

Fruits and Vegetables

Look at the pictures below: Circle the “CAN BUY” foods, and mark an X through the “CANNOT BUY” foods. Consult with others in your group and refer to your “WAFL” Shopping Guide.



Canned Green Beans



White Potatoes



Cilantro



Fresh
Strawberries



Strawberry Frozen Fruit Popsicles



Salad Bar



Raisins



Fruit Cocktail



Yams



Fresh Apple



Bagged Broccoli & Carrots




Tater Tots

The WIC FI

Notice the three serial numbers on the FI; the serial number at the bottom, which has an extra digit, is the serial number to use when submitting the FIs for reimbursement.

INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
042913508SG	SELENA BARQUET	JUL 10 11	AUG 08 11	269534015



What to buy: USE JULY 5, 2011, WAFL SHOPPING GUIDE
1 (GALLON) AND 1 (QUART) MILK, LOWER FAT
1 DOZEN EGGS
1 (16 OZ) CHEESE
1 (16 OZ) DRY BEANS, PEAS, OR LENTILS
OR 1 (16-18 OZ) PEANUT BUTTER

State of California WIC Program
VOID IF NOT DEPOSITED WITHIN 45 DAYS OF
"FIRST DAY TO USE." NOT VALID IF ALTERED.

FOOD ITEM NUMBER: 6012

Pay to the order of: **WIC Authorized Vendor**

700- 269534015

90-1342
1211

EXACT PURCHASE PRICE:

*MUST NOT EXCEED MAXIMUM ALLOWABLE
DEPARTMENT REIMBURSEMENT RATE

NON-NEGOTIABLE

AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

1A-NON


1B

⑈0700⑈ ⑆121113423⑆ 2695340151 ⑈

The Fruits and Vegetables FI

Amounts on the Fruits and Vegetables FIs: \$3, \$4, \$6, \$7, \$8, or \$10. If the purchase falls short of the amount on FI, do not give change back to WIC shopper.

INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
701925317MS	MADRID SPAIN	JUL 10 11	AUG 08 11	269534015



What to buy: USE JULY 5, 2011, WAFL SHOPPING GUIDE
\$8 (EIGHT DOLLARS) FRUITS AND VEGETABLES
MAY COMBINE FRESH, DRIED FRIUTS, FROZEN, AND CANNED

PARTICIPANT MAY PAY AMOUNT OVER \$8 (EIGHT DOLLARS)

State of California WIC Program
VOID IF NOT DEPOSITED WITHIN 45 DAYS OF
"FIRST DAY TO USE." NOT VALID IF ALTERED.

FOOD ITEM NUMBER: 2006

Pay to the order of: **WIC Authorized Vendor**

700- 269534015

90-1342
1211

EXACT PURCHASE PRICE:

*MUST NOT EXCEED MAXIMUM ALLOWABLE
DEPARTMENT REIMBURSEMENT RATE

NON-NEGOTIABLE

AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

1A-NON

1B

⑈0700⑈ ⑆121113423⑆ 2695340151 ⑈

Conducting a WIC Transaction: Steps

Directions: The following is a list of steps to conduct a WIC transaction in the **wrong** order. Number the step according to the correct order of the transaction. The first (1) and last (8) have been done for you. Feel free to consult with others at your table.

- ☐ Ask for the FIs being used for that day's transaction.
- ☐ Enter the purchase price on the FI.
- ☐ Ask WIC shopper to sign the FI.
- ☒ 1 Request the WIC shopper's WIC ID folder and check to see if it is signed.
- ☒ 8 Give the WIC ID folder back to the WIC shopper.
- ☐ Check each FI to ensure that it is being redeemed within the *first day to use* and *last day to use* dates.
- ☐ Total the WIC foods separately by FI, checking for:
 - authorized foods (what to buy), and
 - the correct quantities.
- ☐ Compare the WIC shopper's signature on the FI with the signature on the WIC ID folder.

What benefit is it to conduct the WIC transaction in the correct order?

Choose one answer below:

- a. There is no benefit; the order really doesn't matter.**
- b. It helps to ensure successful reimbursement on the FIs!**

Things to Remember

- Process one FI at a time.
- Keep the WIC ID folder at the register until all WIC transactions are complete.
- The infant formula FI is the only FI that WIC shoppers are required buy the full amount printed on the FI.
- On all other FIs it is up to the WIC shopper whether or not to get the full quantity of items specified on the FI.
- If you are out of stock on any WIC authorized food items listed on the FI that the WIC shopper wishes to purchase, you may not complete the transaction. The WIC shopper must return at a later time, or shop elsewhere.



What to do if you accidentally write the wrong amount on the FI;
How to make the correction

1. Draw a single line through the wrong amount.
2. Write the correct amount nearby.
3. Have the WIC shopper initial the change.
4. If the WIC shopper has left the store, have the owner, manager, or authorized representative initial the change.

***Do not use correction fluid such as, white out or correction tape**

How the MADR is determined for your store type

First,

Find the Peer Group Number of your store.

Follow the steps below to determine the Peer Group Number of your store:

1. Determine your store type; either an Above 50% store* or a Regular store.
2. Look in the blue box below for the county of your store location, and to find out the Geographic Area Number for your store.
3. Count the number of registers you have in your store, whether or not they are operational.
4. Using the chart on the next page, find the row with the store type, geographical area, and number of registers that matches your store and look across the same row to find your peer group number.
5. Write the Peer Group Number of your store here:

***Definition of Above 50% stores:** a vendor that derives more than 50% of their annual food sales revenue from WIC FIs. All Above 50% stores are in Peer Group #1.

Geographic Area 1: Imperial, Inyo, Kern, Los Angeles, Mono, Orange, Riverside, San Bernardino, San Luis Obispo, Santa Barbara, and Ventura counties.

Geographic Area 2: Alameda, Calaveras, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Merced, Monterey, Napa, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Trinity, and Tuolumne counties.

Geographic Area 3: Alpine, Amador, Butte, Colusa, El Dorado, Fresno, Glenn, Kings, Lassen, Madera, Mariposa, Modoc, Nevada, Placer, Plumas, Sacramento, San Diego, Shasta, Sierra, Siskiyou, Sutter, Tehama, Tulare, Yolo, and Yuba counties.

California WIC Vendor Peer Groups			
Store Type	Geographic Area	# of Registers	Peer Group
Above-50%	Statewide	Not Applicable	1
Regular	1	1-2	2
Regular	1	3-4	3
Regular	1	5-6	4
Regular	1	7-9	5
Regular	1	10+	6
Regular	2	1-2	7
Regular	2	3-4	8
Regular	2	5-6	9
Regular	2	7-9	10
Regular	2	10+	11
Regular	3	1-2	12
Regular	3	3-4	13
Regular	3	5-6	14
Regular	3	7-9	15
Regular	3	10+	16

Step 2 is on the next page; find out how to look up the Maximum Allowable Department Reimbursement Rate (MADR) for your Peer Group.....

Second, Find the MADR for your Peer Group.

1. Via the **internet (VWIX)** at: <https://vwix.ca.gov>.
2. By **telephone** at: 888-942-4942.
3. MADR information is updated every other Sunday at 12:01 AM, effective the following Friday (5 days later).
4. For technical assistance with **the VWIX**, please call WIC Technical Support at 800-224-7472.
5. WIC provides **VWIX training** that you can take from your home, store computer or any place you choose with telephone and internet access. To sign up for VWIX training, go to <https://wicworks.webex.com>.



Depositing Your FIs

5 Steps to Successful FI Reimbursement

1. **Endorse the FIs one (1) of the following ways;** written signature, store stamp, or cash register stamp.
2. **Submit the 10-digit serial number located at the bottom of each FI using one of the following three (3) methods:**
 - a. **Telephone** 1-888-942-4942
 - b. **Internet:** Each serial number is entered individually, or spreadsheet of serial numbers is entered by file upload process in VWIX. <https://vwix.ca.gov>
 - c. **Electronic file submission:** Equipment scans the imprinted 10-digit serial number on the FI (MICR line). These files of serial numbers may be automatically uploaded to VWIX using File Transfer Protocol (FTP) software, or the files can be manually uploaded to VWIX through a spreadsheet format such as, Microsoft Excel.
3. **Check the status of your submission:**

Confirm that the FI serial numbers have been successfully submitted. You may confirm the submission either at <https://vwix.ca.gov> or by calling 1-800-224-7472.
4. **Before depositing, check the FIs to ensure successful reimbursement:**
 - a. Make sure the FI was accepted between the first and last day to use.
 - b. Make sure the written amount does not exceed the MADR rate.
 - c. Make sure the serial numbers on the FI match. The bottom serial number contains an additional digit. If the serial numbers do not match do not deposit; mail directly to the CA WIC Program; the address is in the blue box below.
5. **Deposit the FIs into your financial institution.**
 - a. Wait twenty-four (24) hours after submitting your serial numbers before depositing the FIs into your financial institution. FIs deposited before 24 hours can result in being rejected. Rejected FIs may result in delay or no receipt of reimbursement. Bank fees may accumulate due to the rejected FIs; the CA WIC Program does not reimburse bank fees.
 - b. Deposit the FIs into your financial institution no later than 45 days from the “first day to use” on the FI.

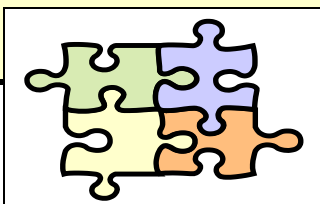
Do you have FIs with mismatched serial numbers or rejected FIs? Mail the FIs within 90 days from “first day to use” to the address below. Be sure to include an explanation, your contact information, and payment address.

California WIC Program
Attention: Vendor Training Support Section
3901 Lennane Drive
Sacramento, CA 95834

Rejected FIs Puzzle Match-Up

Please complete the sentence on the left side by putting the letter in the blank for the best word(s) listed on the right side. See the reasons for rejected FIs.

- | | |
|---|--|
| 1. The WIC shopper used the FI prior to _____. | (A) serial numbers |
| 2. The WIC shopper used the FI after _____. | (B) the Maximum Allowable Department Reimbursement rate (MADR). |
| 3. The exact purchase price exceeds _____. | (C) endorsed |
| 4. The vendor did not submit the 10 digit serial number via telephone, internet, or electronic file submission _____. | (D) the "first day to use". |
| 5. The FIs were not _____ with a written signature, store stamp or cash register stamp. | (E) Prior to depositing the FIs into the vendor's financial institution. |
| 6. The _____ on the FI did not match. | (F) 24 hours |
| 7. Did not wait _____ after submitting serial numbers to deposit the FIs. | (G) the "last day to use". |



Special Requirements for Above-50 Percent Stores

Definition of Above 50% store: a vendor that receives more than 50% of their annual food sales revenue from WIC FIs.

Requirement: Above 50% stores may offer incentive items to WIC shoppers. The incentive items shall be purchased from a wholesaler with a wholesale cost of less than two dollars.



Approved Incentive Items are below:

- Prepackaged fresh fruit and vegetables.
- 14-ounce to 16-ounce cans of any brand or variety of mature beans; mature peas; lentils.
- Any variety of prepackaged uncooked, plain, dried, mature beans, peas, or lentils.
- Commercially made, prepackaged, 100% soft corn tortillas.
- Commercially made, prepackaged, 100% whole wheat bread. The bread must have "100% whole wheat" on the front label.
- 5- or 6- ounce cans of chunk light, water-packed tuna.

Above 50% vendors must keep all invoices for each incentive item offered for three years from the date of purchase and must, if asked; provide all these invoices to agents of the State, the CA WIC Program, and the Comptroller General of the United States.

Each invoice shall include:

- The specific incentive items purchased.
- The quantity of incentive items purchased.
- The purchase price by unit for the incentive items.
- The name, address, and telephone number of the wholesaler.
- The name and address of the Above 50% vendor.
- The date the Above 50% vendor received the incentive items.

Community Outreach Events

Above 50% vendors can participate in community outreach events such as health fairs and community sponsored events that are held outside of the vendor's premises or on the vendor's premises. Please reference Vendor Alert 2009-16, dated October 7, 2009 for more information.

Additional Requirements

1. Purchasing Infant Formula from Approved Manufacturers

Infant Formula can only be purchased from manufacturers approved by the Food and Drug Administration (FDA), or wholesalers, distributors, or retailers who have a seller's permit number that the food retailer has verified through the California Board of Equalization (BOE). To verify the validity of the seller permit number, go to www.boe.ca.gov and click on the *Verify a Permit or License* tab, or call (800) 400-7115.

The following is a list of companies currently registered with the FDA that manufacture infant formula:

- Nestle, USA
- Mead Johnson and Company
- PBM Nutritionals
- Solus Products, LLC
- Abbott laboratories
- Nutricia North America

Formula purchased out of California must be purchased from a wholesaler, distributor, or retailer that is a licensed supplier in the state of purchase, and is included on that state WIC Program's list of authorized suppliers of infant formula.

2. Vendor Minimum Stocking Requirements

As part of the authorization process, food retailers complete and sign the Vendor Minimum Stocking Requirement Certification form certifying that they will comply with the stocking requirements. This form lists the each food category and the amounts that each vendor must maintain on the shelves and on the premises. Four food categories (milk, infant fruits and vegetables, infant meats and infant formula) may be kept in a storage area but must be on the premises, in stock at all times during business hours and available for purchase by WIC shoppers. For the most up-to-date vendor minimum stocking requirement information, go to:

<http://www.cdph.ca.gov/programs/wicworks/Documents/StockingRequirementCertification.pdf>

Vendors are required to post the purchase price of all WIC authorized food items so that the prices are clearly visible to all WIC shoppers. The prices shall either be posted on the individual item, or above or below the food items.

3. Inventory Records

Each store must maintain inventory records for a period of at least three years:

- Inventory records must show all WIC authorized food purchases (wholesale and retail) in the form of invoices identifying the date, quantity, and unit prices.
- If food items are delivered to one location and then shipped to another store location, a transfer record must be created and maintained at the store location with the invoice reflecting the original delivery location.



Additionally, for infant formula purchases, the vendor must keep a record documenting the purchase of infant formula from an FDA-approved manufacturer, wholesaler, distributor, or retailer and its corresponding California seller's permit. If purchased from outside of California the records must include correspondence from that CA WIC Program confirming that the supplier is included on that CA WIC Program's list of authorized suppliers of infant formula. For more information, see *What is An Acceptable Record of Inventory* on the wicworks website.



4. Use of the WIC Logo and Acronym

Your Vendor Agreement outlines the allowable use of the federal and state WIC acronym and logo. The *vendor accepts that the federal WIC logo and the WIC acronym* are registered service marks of the USDA and are the property of the federal and state governments and their use is restricted.

- The WIC logo or acronym or close facsimiles may not be used including using the letters *W*, *I*, and *C* in that order next to one another in the vendor's name, or these letters in that order but not next to one another, with the letters made to stand out in some fashion, such as with a different color or size than the other letters.
- The WIC logo or acronym may not be placed on any food item container.

Vendors can use the WIC logo through use of materials produced by the CA WIC Program such as shelf talkers, poster, decals or stickers. Allowable usage of the WIC logo is specified in the *Graphic Standards Manual* available on vwix.ca.gov. The WIC logo can also be downloaded from the VWIX website. More detailed information is available in the Vendor Alert 2009-13 on the wicworks website. Also, it is recommended that you check with your CA WIC Program Vendor Consultant regarding the use of the WIC logo or acronym, particularly regarding any plans for printing the logo or using it in any way not specifically allowed.

5. Notification of changes to your business. Notify the CA WIC Program in writing at least 15 days in advance of any change in store ownership, store location, or if the store closes. Such changes terminate the authorization for the vendor. The address for sending notifications is:

Vendor Authorization and Management Section
California WIC Program
P.O. Box 997375
Sacramento, CA 95899-7375

6. Staff training: A representative from each store must attend an interactive vendor training every three years that covers the required topics listed on page 2 of this workbook. Attendance at the interactive vendor training is a condition of continued authorization. Additionally, all employees who conduct WIC transactions or handle FIs must be trained on applicable CA WIC Program requirements.

EFFECTIVE July 5, 2011

VENDOR MINIMUM STOCKING REQUIREMENT

Refer to the WIC Authorized Food List Shopping Guide July 5, 2011, for product specifications

<p>FOOD CATEGORY: MILK</p> <p>Whole (plain, fluid)..... (3) one gallon and (1) quart</p> <p><u>AND</u></p> <p>2% or 1% or nonfat (plain, fluid) (21) one gallon: (10) on the shelf, and (11) on the premises</p> <p><u>AND</u></p> <p>(2) half-gallon</p> <p><u>AND</u></p> <p>(5) quarts</p> <p><u>AND</u></p> <p>Lactose free (whole)..... (7) half-gallon</p> <p><u>AND</u></p> <p>Lactose free (lower fat)..... (10) half-gallon, and (1) quart</p>	<p>FOOD CATEGORY: WHOLE GRAIN</p> <p>“100% whole wheat” bread in the form of loaves, rolls, or buns.... (2) 1-pound packages</p> <p><u>AND</u></p> <p>Soft corn tortillas..... (2) 1-pound packages (white or yellow)</p> <p><u>AND</u></p> <p>Oatmeal or Oats..... (2) 1-pound packages or 2 pounds in bulk</p> <p><u>OR</u></p> <p>Brown rice..... (2) 1-pound packages or 2 pounds in bulk</p>
<p>FOOD CATEGORY: CHEESE</p> <p>Any authorized brand..... (6) 1-pound packages of any combination of authorized types</p>	<p>FOOD CATEGORY: BREAKFAST CEREAL</p> <p>Any authorized type..... (4) boxes each of any four authorized types of cereal: two of which must be whole grain cereal</p>
<p>FOOD CATEGORY: EGGS</p> <p>..... 6 dozen</p>	<p>FOOD CATEGORY: PEANUT BUTTER</p> <p>Any authorized brand..... (4) 16 to 18-ounce containers</p>
<p>FOOD CATEGORY: SOY</p> <p>Any authorized brand..... (20) quart shelf-stable</p> <p><u>OR</u></p> <p>(10) half-gallon refrigerated</p>	<p>FOOD CATEGORY: DRY BEANS, PEAS OR LENTILS</p> <p>Any authorized brand or variety... 6-pounds of any combination in 1-pound packages, or 6-pounds in bulk</p>
<p>FOOD CATEGORY: TOFU</p> <p>Any authorized brand and texture... (5) 14 to 16-ounce</p>	<p>FOOD CATEGORY: CANNED FISH</p> <p>Tuna..... (12) 5-ounce cans <u>OR</u> (10) 6-ounce cans</p> <p><u>OR</u></p> <p>Sardines..... (4) 15-ounce cans</p> <p><u>OR</u></p> <p>Salmon..... (12) 5-ounce cans <u>OR</u> (10) 6 ounce cans <u>OR</u> (4) 14.75 ounce cans</p> <p>FOOD CATEGORY: INFANT FRUITS AND VEGETABLES</p> <p>..... (176) 4-ounce containers: (60) on the shelf, and (116) on the premises</p> <p><u>OR</u></p> <p>(200) 3.5-ounce containers: (68) on the shelf, and (132) on the premises</p>

FOOD CATEGORY: FRESH BANANAS Fresh only..... (16) yellow bananas	FOOD CATEGORY: BOTTLED JUICE AND CONCENTRATE JUICE Any authorized flavor..... (4) 64-ounce shelf-stable bottled juice <u>OR</u> (2) 16-ounce frozen concentrate juice <u>AND</u> Any authorized flavor..... (6) 11.5 or 12-ounce frozen concentrate juice <u>OR</u> (6) 11.5-ounce shelf-stable concentrate juice	
FOOD CATEGORY: INFANT MEATS Any authorized brand..... (62) 2.5-ounce containers: (31) on the shelf, and (31) on the premises		
FOOD CATEGORY: INFANT CEREAL Any authorized brand..... (12) 8-ounce boxes		
FOOD CATEGORY: INFANT FORMULA Enfamil ProSobee LIPIL (soy-based)..... (68) 13.0-ounce cans in concentrate form: (34) on the shelf, and (34) on the premises <u>OR</u> (20) 12.9-ounce cans in powdered form: (10) on the shelf, and (10) on the premises <u>OR</u> amil ProSobee (soy-based)..... (68) 13.0-ounce cans in concentrate form: (34) on the shelf, and (34) on the premises <u>OR</u> (20) 12.9-ounce cans in powdered form: (10) on the shelf, and (10) on the premises <u>AND</u> Enfamil PREMIUM LIPIL (milk-based)..... (68) 13.0-ounce cans in concentrate form: (34) on the shelf, and (34) on the premises <u>OR</u> (20) 12.5-ounce cans in powdered form: (10) on the shelf, and (10) on the premises <u>OR</u> Enfamil PREMIUM Infant (milk-based)..... (68) 13.0-ounce cans in concentrate form: (34) on the shelf, and (34) on the premises <u>OR</u> (20) 12.5-ounce cans in powdered form: (10) on the shelf, and (10) on the premises	FOOD CATEGORY: FRUITS AND VEGETABLES Fresh..... \$32 worth of a combination of 5 varieties of fresh fruits and 5 varieties of fresh vegetables <u>AND</u> Frozen..... \$32 worth of a combination of 3 varieties of frozen fruits and 5 varieties of frozen vegetables <u>AND</u> Canned..... \$32 worth of a combination of 5 varieties of canned fruits and 5 varieties of canned vegetables	

Monitoring

1. **Preauthorization on-site visit** – CA WIC Program must conduct an on-site visit prior to a vendor's initial authorization. The following are some of the items that will be verified during the onsite visit:

- Valid health permit or a health inspection report showing that the store passed the required health inspection.
- Valid California Seller's Permit
- CalFresh (formerly known as Food Stamp) Permit
- Prices for WIC authorized foods are posted on, above or below the individual items on the shelf where the items are located. Also, the prices are checked to verify that they are reasonable and comparable to the prices of other stores of similar size and type in the same area.
- Stores inventory of WIC authorized foods meets the vendor minimum stocking requirements.

A CA WIC Program representative contacts the store representative to arrange for the preauthorization on-site visit after successful completion of the vendor training.

2. **Compliance buy** – The compliance buy is an undercover purchase made with FIs at the store by a CA WIC Program representative. The CA WIC Program representative poses as a WIC shopper, and does not encourage or coerce store staff to violate program regulations. The purpose of a compliance buy is to evaluate vendor compliance with federal and state regulatory requirements.

3. **Routine monitoring visit** – During an routine monitoring visit, the CA WIC Program representative will enter your store and:

- introduce himself/herself to the store manager or owner,
- review all WIC FIs accepted, but not yet deposited, to make sure they are processed and endorsed correctly,
- note WIC authorized food item prices and do a physical inventory of WIC authorized food items by filling out the vendor food price survey form.

Some of the items, that the CA WIC Program representative will note, are the stores:

- Federal Tax Identification number,
- Seller's Permit,
- CalFresh (formerly known as Food Stamp) number,
- Alcohol and Beverage Control numbers, and
- Permit issued by the county health department.

Also, the CA WIC Program representative will:

- ask the manager/owner to sign the vendor food price survey form, and inform the manager/owner of any obvious problems or violations and will give any technical assistance as needed.

4. **Audit** – The CA WIC Program may schedule an audit of a vendor's records for a period of time up to three years. A letter will be sent to the store, approximately thirty (30) days before, to schedule the audit. The letter will list the documents that

the vendor must show the auditor. Unless other arrangements are made ahead of time by the store, the audit will be done at the vendor's location.

After the audit is completed, the CA WIC Program will forward a copy of the audit report and a "Notice of Audit Findings" to the vendor. The "Notice of Audit Findings" tells the vendor about any repayment amounts due to the State, any corrective actions the vendor must make, and any proposed disqualification.

If there is an audit finding, the store's appeal rights are explained in the letter, and the vendor is given the name and address of the individual to contact if there are any questions.

Regulations are in place to stop vendor related fraud and abuse in the CA WIC Program. As a WIC vendor, you can do your part by following CA WIC Program rules and contacting your CA WIC Program Vendor Consultant with any questions.

Sanctions

1. Failure to comply with CA WIC Program regulations as outlined in the Vendor Agreement may result in a vendor being sanctioned; disqualification from the CA WIC Program or a civil money penalty (like a fine). An example of a lack of compliance and a sanction is below;
 - a. Soliciting participants at or near a local WIC agency or clinic which may result in a one (1) year disqualification.
 - b. Overcharging the CA WIC Program which may result in a three (3) year disqualification.
2. The CA WIC Program may establish a claim (debt) when a vendor owes money back to the State. Non-payment of a claim may result in the vendor being disqualified from the CA WIC Program.
3. Specific instructions regarding appeal rights are provided to the vendor at the time of notification of a sanction, such as a disqualification. A vendor will not be able to redeem FIs during the appeal process of a disqualification.
4. For more information see the Title 22 of the California Code of Regulations § 40740.

Additional Resources

1. CA WIC Program **website**: www.wicworks.ca.gov : Click on Grocers/Vendors under the Professional Resources section for vendor alerts and instructional materials. For questions about vendor training, please email the CA WIC Program at WICvendorEd@cdph.ca.gov.
2. **Newsletter**: **California WIC Vendor News** on the same webpage as above.
3. **Vendor Complaint Process**: To report any type of CA WIC Program abuse by WIC shoppers, local WIC agency employees, WIC authorized vendors or CA WIC Program staff by the following three (3) methods.
 - Call (800) 852-5770, ask for the Program and Business Integrity Section, or write to:
 - Program and Business Integrity Section
California WIC Program
P.O. Box 997375
Sacramento, CA 95899-7375
 - Or email to: Wicfraud@cdph.ca.gov.
4. All WIC authorized vendors have an assigned **CA WIC Program Vendor Consultant**, who can be reached by calling (800) 852-5770.
5. **Local Vendor Liaison (LVL)**: The LVL serves as a resource to authorized vendors in their service areas on customer service and food package issues. They are not employed by the state. You can find out who is your LVL by calling 1-800-852-5770.



APPENDIX

Answers to WIC Authorized Foods, or Not!

The following are not WIC authorized foods:

Page 6: Mori-Nu Silken Tofu, shredded parmesan cheese, chocolate milk, tofu steak, grated cheese, glass bottled milk, Silk Soy Milk, Velveeta Processed Cheese Spread.

Page 7: Pearled barley, white rice, 36 oz. Honey Bunches of Oats -- Vanilla Clusters, 22.5 oz. 100% whole wheat bread, pita bread, Quaker Instant Oatmeal 12 oz. individual serving packets, whole wheat bagels, fried corn tortillas, seasoned rice.

Page 8: 6 oz. peanut butter, canned baked beans, 5 oz. water-packed solid white albacore tuna, gourmet smoked Sockeye Salmon.

Page 9: 4 oz. gourmet meats dinner, 2.85 oz. organic apple & blueberry dessert, 2-pack of 2.5 oz. green beans, oatmeal cereal with DHA, 4 oz. organic country dinner, 6 oz. vegetables & chicken.

Page 10: White potatoes, cilantro, strawberry frozen fruit popsicles, salad bar, fruit cocktail, tater tots.

Answers to Conducting a WIC Transaction: 8 Steps Activity on page 12

1. Request the shopper's WIC ID folder and check to see if it is signed.
2. Ask for the FIs being used for that day's transaction.
3. Check each FI to ensure that it is being redeemed within the *first day to use* and *last day to use* dates.
4. Total the WIC foods separately by FI, checking for;
 - authorized foods (what to buy), and
 - the correct quantities.
5. Enter the purchase price on the FI.
6. Ask WIC shopper to sign the FI.
7. Compare the WIC shopper's signature on the FI with the signature on the WIC ID folder.
8. Give the WIC ID folder back to the WIC shopper.

Answers to Rejected FIs Puzzle Match-up on page 18

D – G – B – E – C – A – F